ZP for ZOOM
USER GUIDE

ZP

Better Together

ZVRS & Purple Communications

zpbettertogether.com

Please refer to zpbettertogether.com/zp-for-zoom/userguide for the latest version of this user guide.

Welcome to ZP for ZOOM. Now you can invite a highly qualified Sign Language Interpreter directly into your Zoom meeting on demand.

Zoom is a very robust and customizable tool. Whether you are attending a meeting or hosting a meeting, this user guide will help you get up and running with the basics you need to include a ZP ASL Interpreter in a Zoom meeting.

This document includes recommendations on how to configure Zoom meetings to work best for you when a ZP ASL Interpreter is part of a meeting.

NOTE: ZP for ZOOM is for Zoom Meetings. It is not available for Zoom Webinars.

WHERE TO START:

I am a:

- <u>Deaf or Hard of Hearing person attending a Zoom meeting</u>
- <u>Meeting host where Deaf or Hard of Hearing people will be attending</u>
- <u>Meeting host who is Deaf or Hard of Hearing and inviting an interpreter</u>

QUICKSTART – DEAF OR HARD OF HEARING PERSON ATTENDING A ZOOM MEETING

If you're Deaf or Hard of Hearing and need to get up and running as soon as possible to join a Zoom meeting, then start here.

PREREQUISITES

You must be a ZP customer

If you already have a ZP VRS account move to the next step.

- If you do not have a ZP VRS account apply here.

Install Zoom

If you already have Zoom installed, you may skip this step.

1. Go to https://zoom.us/download#client_4meeting.
2. Under the Zoom Desktop Client, click the **Download** button.
3. In the browser's downloaded files area click **ZoomInstallerFull.exe**.
4. Follow the instructions to install Zoom Client.
5. Follow the instructions to create a Zoom account.

THERE ARE TWO WAYS TO INSTALL THE ZP FOR ZOOM APP:

Install ZP for ZOOM From Zoom Client

1. Open Zoom and sign into your Zoom account.
2. On the top menu click the **Apps icon**.
3. Click the **Add Apps** button.
4. In the **Search App** field enter *"ZP for ZOOM"*.
5. Click the **Get** button next to the **ZP for ZOOM** app.
6. Click **Add** to install.
7. Click **Open**.
8. Click **Allow**.
9. (If you see Disabled or Request instead of Add, contact your admin to request approval for the app).
11. Once you see *"Sign in with your ZP VRS account"* screen, the app is installed and ready for use.
12. See instructions below to invite an interpreter.

OR

**Install ZP for ZOOM From the Zoom App Marketplace**
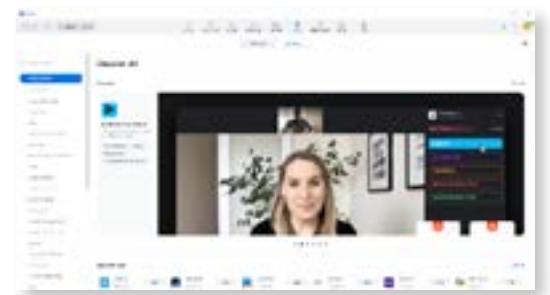
1. Go to the Zoom App Marketplace at https://marketplace.zoom.us.
2. Click **Sign In** to sign in to the marketplace.
   a) Enter your *Email Address.*
   b) Enter your *Password.*
   c) Click **Sign In**.
   ✔ You are logged in to the Zoom App Marketplace.
3. In the **Search a published app** field enter *"ZP for ZOOM"*.
4. Select **ZP for ZOOM** from the dropdown menu.
5. Click on the down arrow next to the **Add for others** button. **Add for myself** dropdown will appear.
6. Click on **Add for myself.**
7. Click on the **Click Here** text.
8. On the **You are about to add ZP for Zoom** screen
   a. Check **Allow this app** to use my shared access permissions
   b. Click the **Allow** button.
9. Once you see the sign in screen, the app is installed and ready for use.
10. See instructions below to invite an interpreter.
11. (If you see Disabled or Request instead of Add, contact your admin to request approval for the app.)

JOIN A MEETING AND REQUEST A VI (VIRTUAL INTERPRETER)

Sign into ZP for ZOOM App

1. Sign in to Zoom.
2. Join the Zoom meeting.
3. In the Participant controls toolbar click the **Apps** Icon.
   ✔ The Apps Sidebar opens.
4. Click on **ZP for ZOOM**.
   ✔ ZP for ZOOM app opens.
5. In the ZP for ZOOM app Select your preferred **Language** (English or Spanish).
6. In the **Username** textbox type your *ZP username.*
7. In the **Password** textbox type your *ZP password.*
8. Click **Sign In**.
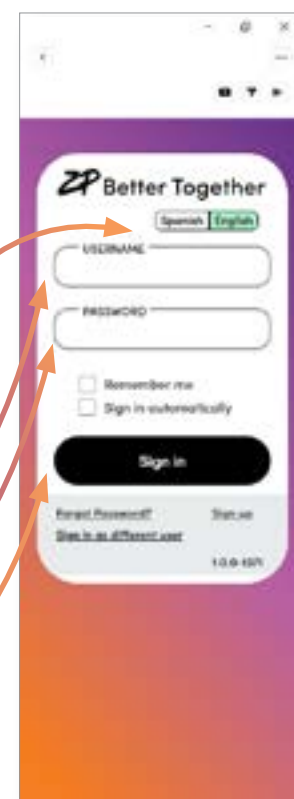
NOTE:
- Select **Remember me** if you want the app to remember your username.
- Select **Sign in automatically** if you want to be automatically signed in next time you use ZP for ZOOM app.

Request a VI (Virtual Interpreter)

In the **Meeting URL** text box enter the Zoom meeting URL.

    a) Copy the Meeting URL from the meeting invite.

> Join Zoom Meeting
> https://example.zoom.us/j/1234567890
>
> Meeting ID: 123 456 7890

    b) Paste the Meeting URL into the **Meeting URL** text box.

9. In the **Spoken Language** dropdown select your preferred language.

10. Click the **Request a VI** button.

    The **VI Notification Banner** will display progress.

    ✔ *A VI has been requested and is currently in queue* – waiting for VI.

    ✔ *VI xxxx has been assigned to you* – connecting to a VI.

11. VI connects to Zoom Audio.

    ✔ *"Hello, this is interpreter xxxx" will display in the Interpreter text chat.*

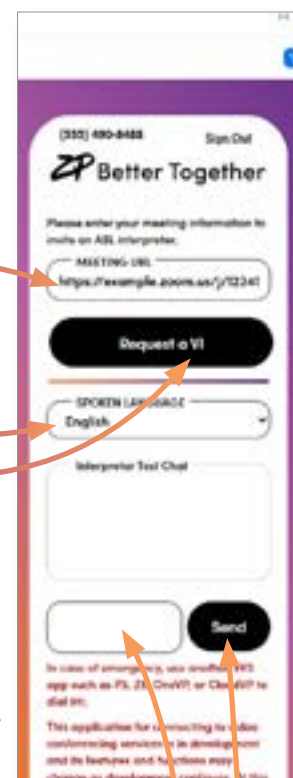12. VI displays in the Zoom meeting and interpretation can begin.

13. If the meeting requires a passcode:

    a) Copy the Passcode from the meeting invite.

> Join Zoom Meeting
> https://example.zoom.us/j/1234567890
>
> Meeting ID: 123 456 7890
> Passcode: 123456

    b) Paste the Passcode into the **Interpreter Text Chat Entry** box.

    c) Press the **Send** button.

DISMISS THE INTERPRETER

Dismiss a VI From a Meeting

1. Click the **Dismiss VI** button.

    ✔ The VI has left the meeting.

Cancel a VI Before They Have Joined the Meeting

1. Click the **Cancel Request** button.

    ✔ The VI request has been canceled.

MORE MEETING INFORMATION AND SETTINGS

VCO

If you normally use VCO on calls, you can use Zoom audio in place of standard VCO. To use VCO in Zoom meetings make sure your Zoom audio is on and you are not muted.

Waiting Room

Waiting rooms are used by meeting hosts to help manage when meeting participants can enter the meeting.

1. You cannot request a VI from a Waiting Room.
2. Once the host allows you into the meeting you may request a VI.
3. If your VI joins into a Waiting Room, you may need to request the meeting host to allow the VI into the meeting.

Locked Meeting

Locked meetings prevent additional participants from joining a meeting.

If the Host locks the meeting, the meeting will need to be unlocked for the VI to join.

1. The message *"Your VI was unable to join the meeting. Is the meeting locked? Your VI request has been canceled. The host must unlock the meeting. Then you may request a VI again"* will display.
2. Request the Meeting Host to unlock the meeting.
3. When the meeting has been unlocked you may request a VI.

Personal Links

Personal Links are where the meeting host has created a custom meeting URL where there are letters within the Meeting ID. (i.e. https://example.zoom.us/my/personallink). Personal Links are incompatible with ZP for ZOOM.

An Invalid Meeting URL window will display when the Meeting URL is in the form of a Personal Link. These steps will provide you with a meeting URL that is compatible with ZP for ZOOM app.

1. Invalid Meeting URL window displays.
2. Click the **OK** button.

    ✔ Invalid Meeting URL window disappears.
3. Copy the meeting invite from Zoom (not email invite).
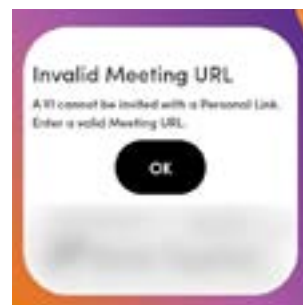
a) In the **Participants Toolbar** click the up arrow next to **Participants**.
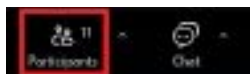
✔ The Participants menu opens.

b) Click **Invite**.

✔ The Invite window opens.

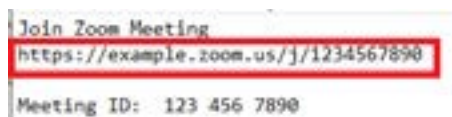c) Click **Copy Invitation**.

4. Paste the Meeting Invitation to MS Notepad (Notes or TextEdit on Mac).

a) Open **Notepad**.

b) Paste the Meeting Invitation into **Notepad**.

c) Close the **Invite window**.

d) Copy the Meeting URL under **Join Zoom Meeting**.

5. Paste the ZP ASL Interpreters app compatible Meeting URL and request VI.

a) Paste the meeting URL into the **Meeting URL** textbox.

b) Click **Request a VI**.

When an Interpreter is Already in the Meeting

You will not know in advance if another participant has requested a VI before you. Even if someone else has requested a VI, it's important for you to request a VI. That way if another Deaf or Hard of Hearing person leaves the meeting, Interpretation will continue uninterrupted.

1. Request a VI as you would normally.

2. In the Interpreter Text Chat box, the following text will display when you are connected to the VI.

✔ *"The meeting is being interpreted by VI xxxx"*.

This message indicates that another person has requested a VI and is already in the meeting. Don't close the app so that interpretation will not be interrupted if another Deaf User leaves the meeting.

Interpreter Switching / Teaming

Longer meetings (over 30 minutes) will usually have 2 interpreters who switch between them.

- Typically only one interpreter is active at a time
- Interpreters may both be visible if the team support needed requires it
- Interpreters typically switch at 15 – 20 minute intervals
- The second interpreter will switch on their video
- The interpreters will let the meeting participants know they will be switching
- After switching, the original interpreter will turn off their video
- New interpreter takes over interpretation

Breakout Rooms

Breakout rooms allow Zoom meetings to be split into separate sessions.

- Breakout rooms are not supported with the ZP for ZOOM app
- The VI cannot join Breakout rooms
- If you choose to join a Breakout room and don't return within 5 minutes the VI will have to leave the meeting

App Updates

ZP for ZOOM app will automatically notify you of updates.

1. A window will open stating *"New version is available"*.
2. Click the **OK** button.
3. Close the app.
4. Reopen the app.
   - ✔ The app has been updated.

Remove the App

If you wish to remove the app, follow the instructions below.

1. Go to the **Zoom App Marketplace** at https://marketplace.zoom.us.
2. Sign in with your Zoom account.
3. Click **Manage** next to your profile Icon in the upper right.
4. In the left margin click **Added Apps**.
5. Locate ZP for ZOOM.
6. Click the **Remove** button on the right.

OPTIMIZE ZOOM MEETINGS WITH MANY MEETING ATTENDEES

When meetings have a lot of participants, it can be harder to see your interpreter. You

can apply one or more of these Zoom configurations to help make the meeting more viewable for you.

Pinning

Allows you to Pin the VI to display in the upper left corner in Gallery View.

1. Right-click the VI's Participant video.
2. Click **Pin**.
   - ✔ The pinned VI will display in the upper left corner.

Multi-pin the VI and Others

Allows you to group the interpreter(s) and others you want together on the screen. The meeting host will need to enable you with permissions to Multi-pin. You can Pin multiple people in the Gallery view (Multi-pin must be enabled). They will display on the top row starting from the left corner.

1. Request the Host to allow you to Multi-pin.
   - ✔ The Host allows you to Multi-pin.
2. Right-click the Participant's video you wish to Pin.
3. Click **Pin**.
4. Repeat with other people you wish to Pin.

Screen Sharing

When someone shares their screen, Zoom automatically switches to full screen to display the shared content. This might make it difficult to see your interpreter. You can exit full screen and change the view to see your interpreter better.

1. A person starts screen sharing.
2. In the top right corner Click **Exit Full Screen** (Or press **Esc** on your keyboard).
   - ✔ Zoom exits full screen mode.
3. Click **View**.
4. Select **Side-by-side Mode**.
5. Hover your pointer over the boundary between the shared screen and participants' video until your pointer changes to a double arrow and you see a grey line separating both views.
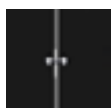
6. Click and drag the separator to adjust the size of each view.

Dual Monitor Mode

If you are using dual monitors, you can configure Zoom to show Participants' videos and screen shared content on separate screens. Both windows can be resized and placed on the same screen once you've joined the meeting.

If no content is being displayed, then pinned people will show on the second screen.

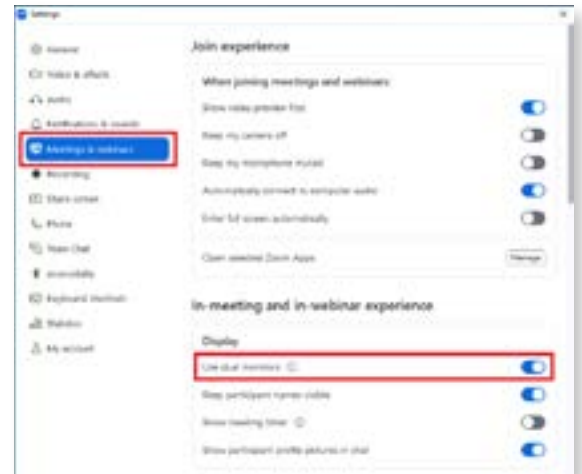1. From the Zoom Client home page, click the **Settings** icon. ⚙

    ✔ The Settings window opens.

2. Select the **Meetings and webinars** tab.

3. Toggle on **Use dual monitors**.

4. Close Settings window.

    ✔ Dual Monitor mode is enabled for future meetings.

Screenshot of Zoom meeting with Dual Monitors setting on, Interpreter is *pinned* to second screen, no screen sharing.

Screenshot of Zoom meeting with Dual Monitors setting on, *screen sharing* is being used, Interpreter is pinned to first screen.

Screenshot of Zoom meeting with Dual Monitors setting on, *screen sharing* is being used, Interpreter is not pinned.

Hide Participants Who Have Their Video Turned Off

Display only those participants who have their video enabled.

1. In the top-right corner click the **View** button.

2. Click **Hide Non-video Participants** to hide all participants without video.

To show non-video participants.

1. Click the **View** button.

2. Select **Show Non-video Participants**.

Hide Your Own Video

Hide your own video in Gallery View.

This will only affect your view. It will not affect anyone else's view.

1. In the top-right corner of the video window, click **View**.

2. Click **Hide Self View**.

To display your video.

1. Click **View**.

2. Click **Show Self View**.

Gallery View

Lets you see thumbnail displays of participants, in a grid pattern. Up to 25 (or 49) participants are viewable on a single screen.

1. Click **View**.

2. Select **Gallery**.

Gallery View Sorting – Allows you to sort the Gallery view by specific ordering.

1. Click **View**.
2. Select **Sort Gallery** by one of the options listed.
   - **First Name (A – Z)** – places ZP Interpreters at lower right
   - **First Name (Z – A)** – places ZP Interpreters in upper left
   - **Last Name (A – Z)**
   - **Last Name (Z – A)**
   - **Entry Time (First – Last)**
   - **Entry Time (Last – First)**

ZOOM MEETING LIMITATIONS

There are limitations to how you can configure a meeting when you are an attendee.

Spotlighting

Spotlighting is controlled by the meeting host. It highlights a speaker by making the spotlighted participant's video large and center of the Zoom Window.

- Spotlighting switches everyone's view to Speaker View (of the spotlighted user). You may switch back to Gallery view at any time.

- Pinned participants are displaced by Spotlighting. In Gallery view a Pinned participant will shift to the right. When the Spotlight is removed, the Pinned participant will return to the upper right corner.

- Pins cannot be added when a participant is Spotlighted.

Hand Raising

A person may raise their hand to ask questions during a Zoom meeting.

- In Gallery View whenever a participant raises their hand, their video will display in the upper right corner. The rest of the Gallery shifts to the right. When the participant lowers their hand, the Gallery will return to its original view.

ALTERNATIVE INSTRUCTIONS

Alternate Method to Obtain Meeting Information

An alternative method to copy the meeting URL and passcode is to copy it from the **Meeting Information** window.

Meeting URL

1. In the upper right corner click the green **Meeting Information** icon.
   ✔ The Zoom Meeting Information window opens.
2. Click on the **Copy** icon next to the invte link.
   ✔ URL copied to clipboard and Copy icon changes to a checkmark. ✔
3. Paste copied Meeting URL into **Meeting URL** text box.

Passcode (if required)

1. In the upper right corner click the green **Meeting Information** icon.
   ✔ The Zoom Meeting Information window opens.
2. Copy the **Participant ID**.
3. Paste copied **Participant ID** into the **Interpreter Text Chat Entry Box**.

MEETING HOST WHERE DEAF OR HARD OF HEARING PEOPLE WILL BE ATTENDING

If you are a hearing person hosting a meeting where Deaf or Hard of Hearing people will be attending, configuring your Zoom meeting to account for interpreters will go a long way to making your Zoom meetings more accessible to all meeting attendees.

This section provides recommended settings and best practices for Zoom meetings when a Deaf Person will be inviting a ZP ASL Interpreter.

Of course, each company's needs and policies will determine which settings will apply to their Zoom meetings.

PREREQUISITES

As the meeting host, you do not need to install any software when anticipating a ZP ASL Interpreter will be attending your meeting.

SCHEDULING THE MEETING

Meeting Invite Settings

When scheduling your meeting, these settings can make it easier for someone to invite an interpreter.

○ **Outlook** – for use when scheduling a Zoom meeting from Outlook calendar.

1. In the upper left of the Outlook Calendar click the **New Appointment** icon.
   ✔ An Appointment Window opens.
2. Click the Zoom **Schedule a Meeting** icon.
   ✔ The Zoom – Schedule Meeting window opens.
3. In the **Security** section:
   - **Passcode** – Unchecked
   - **Waiting Room** – Unchecked
   - **Only authenticated users can join** – Unchecked
4. In the **Video** section:
   - **Host** – On
   - **Participants** – On
5. In the **Audio** section:
   - Select **Computer Audio**
6. Continue scheduling the meeting.

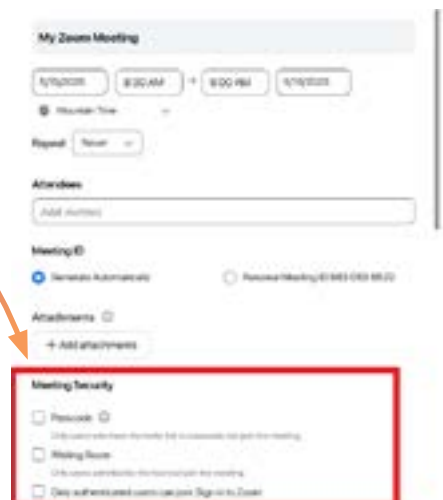○ **Zoom Client** – for use when scheduling a meeting directly from Zoom.

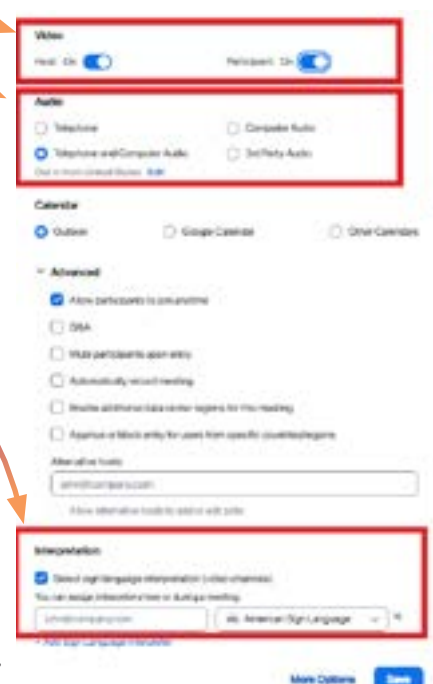1. From the Zoom Client home page, click the **Schedule** Icon.
   ✔ The Schedule Meeting window opens.
2. In the **Meeting Security** section:
   - **Passcode** – Unchecked
   - **Waiting Room** – Unchecked
   - **Only authenticated users can join** – Unchecked

3. In the **Video** section:

    - **Host** – On

    - **Participant** – On

4. In the **Audio** section:

    - Select **Computer Audio**

5. In the **Interpretation** section (if configured):

    - **Select sign language interpretation (video channels)** – Checked

6. Continue scheduling the meeting.

STARTING THE MEETING

When starting the meeting, take into consideration whether the meeting is locked or has a waiting room. These settings can affect the ability of an interpreter to join the meeting.

Locked Meeting

If your meeting is locked, the ZP ASL Interpreter will not be able to join the meeting until you unlock the meeting.

To unlock the meeting.

1. In the **Host Toolbar** click the **Host Tools** icon.

2. Uncheck **Lock Meeting**.

To lock the meeting.

1. Click the **Host Tools** icon.

2. Check **Lock Meeting**.

Waiting Room

If your meeting has a Waiting Room, you will need to allow the ZP ASL Interpreter(s) to join the meeting.

Interpreter Privacy Screen

- When an Interpreter first joins the meeting video and is in process connecting to audio, the Interpreter's privacy screen will display clearly identifying the Interpreter.

- The name that displays in the lower left corner identifying the interpreter is formatted as *"ZP Interpreter #XXXX"*.

DURING THE MEETING

There are meeting behaviors and settings that can help Deaf Participants, their Interpreter, and all other participants to get the most out of your meeting.

Communicate Meeting Duration

- It's best to inform the Interpreter how long the meeting will last.

- While the meeting invite shows meeting duration, the Interpreter will not know how long the meeting is when they arrive.

- This allows the Interpreter to know if a secondary Interpreter will be needed to allow them to switch during the meeting.

- If so, the Interpreter will invite a secondary Interpreter so they can team.

- If your meeting is locked or the waiting room is enabled, you will need to allow the Interpreter into the meeting.

Multi-pin

Multi-pin allows Deaf Users and ZP ASL Interpreters to arrange their Gallery view to see each other better. It will not affect the view of other meeting participants.

- In the **Host Toolbar** click **Participants**

- Hover over the participant and click **More > Allow to Multi-pin**

- Repeat as needed for other participants

Spotlight Interpreter

- An option to allow the Interpreter to be easily found is to have the host Spotlight the Interpreter so they always display. This setting affects all participants.

- To Spotlight the Interpreter:
  - Hover over Interpreter's video
  - Click the **ellipsis (...)**
  - In the drop-down select **Spotlight for Everyone**
    - ✔ The Interpreter will be spotlighted
- Individual Zoom meeting participants may switch their own views back to gallery view.
- In Gallery view, the Interpreter will be placed in the upper left corner.
- If someone raises their hand in Gallery view, the Interpreter will be moved to the right.

Active Speaker View

- Zoom defaults to display the active speaker, based on who is speaking at the moment.
- When Deaf Users are signing, the Interpreter will be speaking audibly for them so the Interpreter will be the one highlighted on screen.
- It can be a little bit confusing at first if you're not accustomed to it. Don't worry, you'll get the hang of it soon.
- One way to make this easier is to arrange your gallery view to display the Deaf User and their Interpreter adjacent to each other.

Announce Your Name When Speaking

- When the Interpreter speaks for a Deaf User, they usually start by identifying who they are speaking for by saying *"This is <name>"* or *"<name> here"*.
- To allow the Interpreter and the Deaf User to be able to follow the conversation better, when speaking, start with *"This is <name>"*.

Allow Time for the Interpreter

- Allow time for the Interpreter to interpret for each person.
- Please have only one person speak at a time. The Interpreter can't interpret multiple speakers when they are speaking at the same time.
- Remember that if there are multiple people talking at once, the Deaf participant may not have access to your communication in the same way, since the Interpreter can only interpret for one person at a time.
- Watch and listen to the Interpreter to know when they are done.

Interpreter Switching

- When there are two Interpreters, the Interpreters may switch during the Zoom meeting.

- Interpreters usually switch at 15- or 20-minute intervals for long meetings.

- Typically when there are two Interpreters, only one will be actively interpreting on screen. Both interpreters may be visible if the team support needed requires it. An inactive interpreter will have their privacy screen on until it is their turn to interpret.

- Here's how Interpreter switching usually works:

  – Interpreters may signal they are switching by simply stating "Interpreters are switching"

  – The incoming Interpreter will become visible (switch off their privacy screen)

  – The outgoing Interpreter pane will switch to a ZP Icon (switch on their privacy screen)

  – Incoming Interpreter takes over interpretation

  – Interpretation resumes

Screen Sharing

- It's good practice to let the meeting participants know in advance when a person is going to share their screen.

- Since the Zoom view will change how participants can view each other, allow some time for the Deaf User(s) and the Interpreter to adjust their screens to best see each other.

- Check with them to see if they're ready before continuing.

Breakout Rooms

- Breakout rooms are not supported for Interpretation.

- If you are using breakout rooms for your meeting, note that the Interpreter cannot join breakout rooms.

- If a Deaf User joins a breakout room, and doesn't return within 5 minutes, the Interpreter will have to leave the meeting and the Deaf User will have to request another Interpreter.

MEETING HOST WHO IS DEAF OR HARD OF HEARING AND INVITING AN INTERPRETER

PREREQUISITES

You Must Be a ZP Customer

- If you already have a ZP VRS account move to the next step.

- If you do not have a ZP VRS account apply here.

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7. Click **Open**.
8. Click **Allow**.
9. (If you see Disabled or Request instead of Add, contact your admin to request approval for the app).
10. Select Allow.
11. Once you see *"Sign in with your ZP VRS account"* screen, the app is installed and ready for use.
12. See instructions below to invite an interpreter.

OR

Install ZP for ZOOM From the Zoom App Marketplace

1. Go to the Zoom App Marketplace at https://marketplace.zoom.us/.

2. Click **Sign In** to sign in to the marketplace.

   a) Enter your *Email Address*

   b) Enter your *Password*

   c) Click **Sign In**

   ✔ You are logged in to the Zoom App Marketplace

3. In the **Search a published app** field enter *"ZP for ZOOM"*.
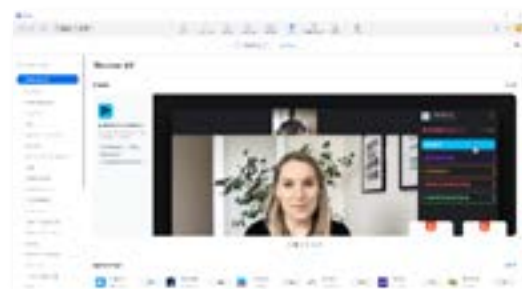
4. Select **ZP for ZOOM** from the dropdown menu.

5. Click **Add** to install the app.

6. Select **Allow**.

7. Once you see *"Sign in with your ZP VRS account"* screen, the app is installed and ready for use.

8. See instructions below to invite an interpreter.

9. (If you see Disabled or Request instead of Add, contact your admin to request approval for the app).

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      ✔ An Appointment Window opens

   2. Click the Zoom **Schedule a Meeting** icon.

      ✔ The Zoom – Schedule Meeting window opens

3. In the **Security** section:

- **Passcode** – Unchecked

- **Waiting Room** – Unchecked

- **Only authenticated users can join** – Unchecked
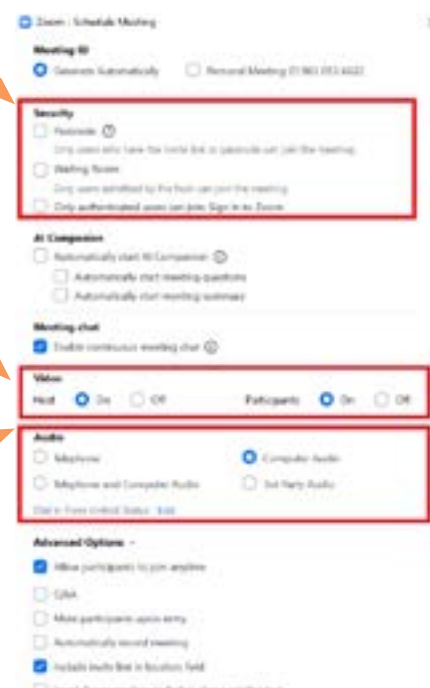
4. In the **Video** section:

- **Host** – On

- **Participants** – On

5. In the **Audio** section:

- Select **Computer Audio**

6. Continue scheduling the meeting.

○ **Zoom Client** – for use when scheduling a meeting directly from Zoom

1. From the Zoom Client home page, click the **Schedule** Icon.
   ✔ The Schedule Meeting window opens

2. In the **Meeting Security** section:

- **Passcode** – Unchecked

- **Waiting Room** – Unchecked

- **Only authenticated uses can join** – Unchecked

3. In the **Video** section:

- **Host** – On

- **Participant** – On

4. In the **Audio** section:

- Select **Computer Audio**

5. In the **Interpretation** section (if configured):

- **Select sign language interpretation (video channels)** – Checked

6. Continue scheduling the meeting.

START A MEETING AND REQUEST A VI (VIRTUAL INTERPRETER)

Sign Into ZP for ZOOM

1. Sign in to Zoom.
2. Start your meeting.
3. In the Participant controls toolbar click the **Apps** Icon.
   - ✔ The Apps Sidebar opens
4. Click on **ZP for ZOOM**.
   - ✔ ZP for ZOOM opens
5. In the ZP for ZOOM app Select your preferred **Language** (English or Spanish).
6. In the **Username** textbox type your *username*.
7. In the **Password** textbox type your *password*.
8. Click **Sign In**.
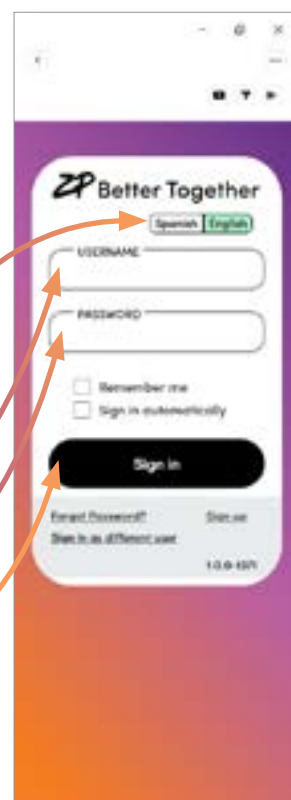
Note:

a) Select **Remember me** if you want the app to remember your username.

b) Select **Sign in automatically** if you want to be automatically signed in next time you use ZP for ZOOM.

Request a VI

1. Since you are the meeting host, the Meeting URL will already be populated in the **Meeting URL** text box.
2. In the **Language** dropdown select your preferred language.
3. Click the **Request a VI** button.
   The **VI Notification Banner** will display progress.
   - ✔ *A VI has been requested and is currently in queue* – waiting for VI.
   - ✔ *VI xxxx has been assigned to you* – connecting to a VI.
4. VI connects to Zoom Audio.
   - ✔ *"Hello, this is interpreter xxxx"* will display in the Interpreter text chat.
5. VI displays in the Zoom meeting and interpretation can begin.
6. If the meeting requires a passcode:
   a) Copy the Passcode from the meeting invite.

   ```
   Join Zoom Meeting
   https://example.zoom.us/j/1234567890

   Meeting ID:  123 456 7890
   Passcode: 123456
   ```
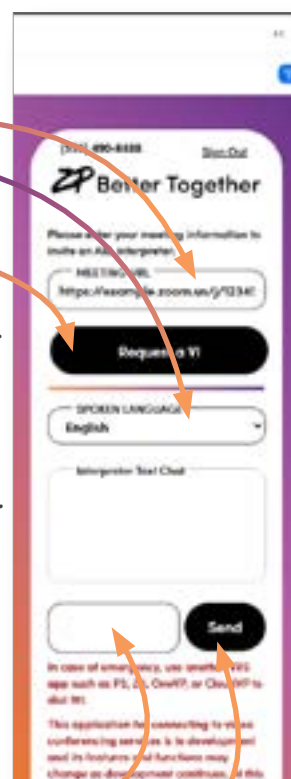
   b) Paste the Passcode into the **Interpreter Text Chat Entry** box.
   c) Press the **Send** button.

DISMISS THE INTERPRETER

Dismiss a VI From a Meeting

1. Click the **Dismiss VI** button.
   - ✔ The VI has been left the meeting

Cancel a VI Before They Have Joined the Meeting

1. Click the **Cancel Request** button.
   - ✔ The VI request has been canceled

START A MEETING AND REQUEST A VI (VIRTUAL INTERPRETER)

Locked Meeting

If your meeting is locked, the ZP ASL Interpreter will not be able to join the meeting until you unlock the meeting.

To unlock the meeting:

1. In the **Host Toolbar** click the **Host Tools** icon.
2. Uncheck **Lock Meeting**.

To lock the meeting:

1. Click the **Host Tools** icon.
2. Check **Lock Meeting**.

Waiting Room

If your meeting has a Waiting Room, you will need to allow the ZP ASL Interpreter(s) to join the meeting.

Interpreter Privacy Screen

When an Interpreter first joins the meeting video and is in process connecting to audio, the Interpreter's privacy screen will display clearly identifying the Interpreter.

The name that displays in the lower left corner identifying the interpreter is formatted as *"ZP Interpreter #XXXX"*.

DURING THE MEETING

VCO

If you normally use VCO on calls, you can use Zoom audio in place of standard VCO
To use VCO in Zoom meetings make sure your Zoom audio is on and you are not muted.

Invite Other Deaf Users to Connect With the VI

- It's important that all Deaf User (who are ZP customers) meeting participants connect to the ZP VI through the ZP for ZOOM app so that interpretation will be continuous.
- If for any reason you are disconnected from or leave the meeting, the other Deaf participants will not lose the interpreter.

Communicate Meeting Duration

- It's best to inform the Interpreter how long the meeting will last.
- While the meeting invite shows meeting duration, the Interpreter will not know how long the meeting is when they arrive.
- This allows the Interpreter to know if a secondary Interpreter will be needed to allow them to switch during the meeting.
- If so, the Interpreter will invite a secondary Interpreter so they can team.
- Interpreters may both be visible if the team support needed requires it.
- If your meeting is locked or the waiting room is enabled, you will need to allow the Interpreter into the meeting.

Breakout Rooms

- Breakout rooms are not supported.
- If you join a breakout room and don't return within 5 minutes the VI will have to leave the meeting.

Multi-pin

Multi-pin allows Deaf Users and ZP VIs to arrange their Gallery view to see each other better. It will not affect the view of other meeting participants.

1. In the **Host Toolbar** click **Participants**.
2. Hover over the participant and click **More > Allow to Multi-pin**.
3. Repeat as needed for other participants.

Spotlight Interpreter

- An option to allow the Interpreter to be easily found is for you as the host to Spotlight the Interpreter so they always display. This setting affects all participants.

- To Spotlight the Interpreter:

    o Hover over Interpreter's video

    o Click the **ellipsis (...)**

    o In the drop-down select **Spotlight for Everyone**

        ✔ The Interpreter will be spotlighted

- Individual Zoom meeting participants may switch their own views back to Gallery view.

- In Gallery view, the Interpreter will be placed in the upper left corner.

- If someone raises their hand in Gallery view, the Interpreter will be moved to the right.

Active Speaker View

- Zoom defaults to display the active speaker, based on who is speaking at the moment.

- When you and other Deaf Users are signing, the Interpreter will be the one speaking audibly so the Interpreter will be the one highlighted on screen.

- One way to make this easier to see who is speaking is to arrange your gallery view to display yourself, any other Deaf User, and the Interpreter grouped together.

Dual Monitors (investigate how this looks if you are the person sharing your screen)

If you are using dual monitors, you can configure Zoom to show Participants' videos and screen shared content on separate screens. Both windows can be resized and placed on the same screen once you've joined the meeting.

If no content is being displayed, then pinned people will show on the second screen.

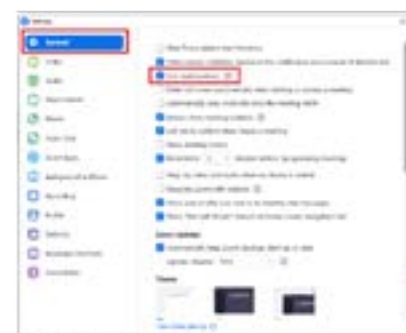1. From the Zoom Client home page, click the **Settings** icon. ⚙

    ✔ The Settings window opens

2. Select the **General** tab.

3. Check the **Use dual monitors** box.

4. Close Settings window.

    ✔ Dual Monitor mode is enabled for future meetings

Screenshot of Zoom meeting with Dual Monitors setting on, Interpreter is *pinned* to second screen, no screen sharing.

Screenshot of Zoom meeting with Dual Monitors setting on, *screen sharing* is being used, Interpreter is pinned to first screen.

Screenshot of Zoom meeting with Dual Monitors setting on, *screen sharing* is being used, Interpreter is not pinned.

ZP FOR ZOOM INTERFACE

Phone Number
User's phone number.

Sign Out
Click here to sign out.

ZP Logo

VI Notifications Banner
Displays status when requesting an interpreter.

Meeting URL Text Box
Enter the Zoom meeting URL in this box. If you are hosting the meeting, this will be pre-populated.

Request / Cancel / Dismiss VI Button
Use this button to Request or Cancel/ Dismiss the Interpreter.

Language Selection
Select English or Spanish.

Interpreter Text Chat Conversation Box
Enter any special instructions for the interpreter here prior to requesting the VI.

Interpreter Text Chat Entry Box
Enter your text to the VI here.

Interpreter Text Send Button
Click to send text to the VI.

Disclaimers

(555) 490-8488   Sign Out

ZP Better Together

Please enter your meeting information to invite an ASL interpreter.

MEETING URL
https://example.zoom.us/j/12345

Request a VI

SPOKEN LANGUAGE
English

Interpreter Text Chat

Send

In case of emergency, use another VRS app such as P3, Z5, OneVP, or CloudVP to dial 911.

This application for connecting to video conferencing services is in development and its features and functions may change as development continues. At this time this application allows connections with only Zoom and not to all video

SUPPLEMENTAL

Email Template to Send to a Meeting Host

Hello <meeting host>

My name is <name> and I will be attending your Zoom meeting on <date> at <time>

I use American Sign Language to communicate. I will bring a Sign Language Interpreter to interpret for me during the meeting so there isn't anything you need to do regarding providing an Interpreter. I've got that covered.

There are a few things that I would like to request to help make the meeting go more smoothly for everyone.

The ASL Interpreter will display in the meeting as "ZP ASL Interpreter #xxxx". If you have a waiting room, please allow them into the meeting when they arrive.

Please enable Multi-pin which will enable myself and the Interpreter to arrange our screens to see each other during the meeting. It won't affect anyone else's view during the meeting.

Depending on how long the meeting will be, there may be two Interpreters who will switch during the meeting.

For more information, please see the section of the ZP for ZOOM User Guide titled "Meeting host where Deaf or Hard of Hearing people will be attending".

If you have any questions or concerns, please contact me.

<name>

<email>

About Virtual Interpreters

- The interpreter will need to have Telephone Audio to be able to join.

- The VI will show up in the participants list as "ZP Interpreter #xxxx".

- The VI will not be taking notes.

- The VI will not be recording the meeting.

- The VI is bound by the FCC and Communications Act which prohibits them from taking notes, recording the meeting, or altering the conversation they are interpreting.

  - Section 705 of the Communications Act

  - 47 CFR 64.604(a)(2)

Zoom Recommended System Requirements

- An internet connection – broadband wired or wireless (3G or 4G/LTE)

- Speakers and a microphone - built-in, USB plug-in, or wireless Bluetooth - not required for Deaf User, may be a consideration for Hard of Hearing person.

- A webcam or HD webcam - built-in, USB plug-in, or:

  - An HD cam or HD camcorder with a video-capture card.*
    *Note: See the list of supported devices.

  - Virtual camera software for use with broadcasting software like OBS or IP cameras.*
    *Note: For macOS, Zoom client 5.1.1 or higher is required.

Zoom Recommended Client Supported Operating Systems

- macOS X with macOS X (10.10) or later

- Windows 11*
  *Note: Windows 11 is supported on version 5.9.0 or higher.

- Windows 10*
  *Note: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.

- No Zoom mobile

Zoom Recommended Bandwidth Requirements

Zoom recommended bandwidth for meetings and webinar panelists:

- For 1:1 video calling:

    - For high-quality video: 600kbps (up/down)

    - For 720p HD video: 1.2Mbps (up/down)

    - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)

- For group video calling:

    - For high-quality video: 1.0 Mbps/600kbps (up/down)

    - For 720p HD video: 2.6Mbps/1.8Mbps (up/down)

    - For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)

    - For gallery view receiving: 2.0Mbps (25 views), 4.0Mbps (49 views)

- For screen sharing only (no video thumbnail): 50-75kbps

- For screen sharing with video thumbnail: 50-150kbps

- For audio VoiP: 60-80kbps

- For Zoom Phone: 60-100kbps

Zoom Recommended Processor and RAM Requirements

	Minimum	Recommended
Processor	Single-core 1Ghz or higher	Dual-core 2Ghz or higher (Intel i3/i5/i7 or AMD equivalent)
Ram	N/A	4 Gb

Notes:

- Dual and single-core laptops have a reduced frame rate when screen sharing (around 5 frames per second). For optimum screen-sharing performance on laptops, we recommend a quad-core processor or higher.

Zoom Training

Zoom training is available at the Zoom Learning Center.
https://learning.zoom.us/learn

TROUBLESHOOTING GUIDE

Problem	Possible solution	
App won't install.	Make sure you have latest version of Zoom Client. Make sure that your Zoom client is up to date. Install app from Zoom client. (page 3) Install the *ZP for ZOOM* app from the Zoom App Marketplace. (page 4)	Click for ASL Video
App doesn't work with my Zoom install.	Make sure you are using Windows or Mac. Make sure that your Zoom client is up to date.	Click for ASL Video
How do I update the app?	The *ZP for ZOOM* app will automatically notify you of updates. (page 8)	Click for ASL Video
How do I remove the app?	You will need to remove the *ZP for ZOOM* app from the Zoom Client Web Portal. (page 8)	Click for ASL Video
I want to use my mobile device – iPhone, iPad, etc.	Currently the *ZP for ZOOM* app is only available through the Zoom client on Windows and Mac.	Click for ASL Video
Where do I find the Meeting ID?	The meeting ID is in the email of the meeting invite. (page 5) The meeting ID is also available in the Zoom client interface. (page 6)	Click for ASL Video
I'm getting an Invalid Meeting URL message.	Make sure you have entered a meeting URL in the Meeting URL text box. (page 5) You may have entered a Personal ID. Personal IDs are not compatible with the ZP for ZOOM app. You will need to enter a compatible meeting ID. A compatible meeting ID can be found in the meeting invite. If you don't have a meeting ID you can get a compatible meeting ID from the meeting window. (see page 6)	Click for ASL Video

There's already an interpreter in the meeting, why do I need to request one?	Always use the *ZP for ZOOM* app to request an Interpreter in Zoom meetings where you will need an Interpreter. Doing so will ensure you don't miss anything in the meeting. If the Deaf User who first connected to the VI drops, then the VI will seamlessly connect to the next Deaf User connected to the VI. It may be you or another Deaf User who connected to the VI. If you don't connect to the VI, you risk missing out while you request a new VI.	*Click for ASL Video*
There's already an interpreter in the meeting from a different provider. Do I still need to request one?	Yes, the FCC allows each Deaf User to request an Interpreter from their own provider. If the Deaf User who requested the VI from another provider leaves, you will miss out during the time it takes to request your own VI.	*Click for ASL Video*
The App tells me a VI has been requested, but I never got connected.	Cancel the VI Request (page 5) and request a VI again. (page 5)	*Click for ASL Video*
I can't get a VI because the meeting is locked.	Ask the meeting host to unlock meeting so that your VI can join the meeting. (page 6). Once the meeting host has unlocked the meeting, re-request a VI. (page 5)	*Click for ASL Video*
My VI is stuck in a waiting room.	Ask the meeting host to allow the VI into the meeting. (page 6)	*Click for ASL Video*
Why can't I use Breakout rooms?	Breakout rooms are not supported. (page 8)	*Click for ASL Video*
How do I find my VI in a large meeting?	While the VI is connecting they can be identified by their Privacy screen. When the VI is visible, their name in the video pane will be *"ZP Interpreter # XXXX"*	*Click for ASL Video*

My VI is a tiny postage stamp size on the screen, how can I see them bigger?	Use Dual Monitor Mode if you have two screens, then Pin the VI to the second screen. (page 10) Hiding participants who have their video turned off may help since fewer video panes may display on the screen. (page 11) Ask the meeting host to Spotlight the VI. (page 12) Click for ASL Video
I would like to have a different VI. Can I request a different VI?	Tell your VI you would like a different interpreter. The VI will request a new Interpreter for you. Dismiss the Interpreter (page 5) and re-request a VI. (page 5) Click for ASL Video
I need a Spanish VI but I got an English one. How do I get a Spanish VI?	Tell the VI you need Spanish Interpreter. The VI will request a new Interpreter for you. Dismiss the Interpreter, (page 5), change the Language selection to Spanish, (page 5), and re-request a VI. (page 5) Click for ASL Video
How can I place my VI on the screen in a specific place, so they stay there the entire meeting.	Pin – When you Pin the VI their video will display in the upper left corner of the gallery. (page 9) Sort Gallery view A-Z – When you select this, the Interpreter will usually display in the lower right corner. (page 12) Sort Gallery view Z-A – When you select this, the Interpreter will usually display in the upper left corner. (page 12) Click for ASL Video
I use dual monitors, is there a way to place my Interpreter on the second monitor so I can see them better?	Configure your Zoom client to use dual monitors and then Pin the VI to the Second screen. (page 10) Click for ASL Video
I want to place my Interpreter and other deaf people together on screen.	If you wish to group meeting attendees into a place on your screen you may Multi-pin. (page 9) You may drag and drop each user's video pane to where you like with in the Zoom meeting room. Click for ASL Video

I want the Interpreter to show to everyone on the call.	Spotlight the Interpreter if you are the host or ask host to spotlight the Interpreter. (page 12)	Click for ASL Video
I don't need an Interpreter on this Zoom meeting anymore, how do I remove them?	If you do not require a VI in the Zoom meeting, you may dismiss them. (page 5)	Click for ASL Video
Why do I have two Interpreters?	In some cases, such as long meetings, VIs will team. This allows them to switch during the meeting.	Click for ASL Video
What does Primary and Secondary mean?	Some Zoom meetings will have multiple Deaf Users needing Interpreters. A Primary Deaf User is the first person who connects with a VI with ZP in a Zoom meeting. The Primary person can chat directly with the VI through the *ZP for ZOOM* app web interface. A Secondary Deaf User is any other Deaf User who connects to a ZP VI in a Zoom meeting. Secondary Deaf Users can chat with the VI through Zoom chat. It's important to connect to a VI even if you are not the Primary. If the Primary leaves the meeting, the VI will automatically connect to the next Secondary that connected making the transition seamless. If you are not connected, you will need to request another VI when the Primary leaves, meaning there will be a gap in your interpreting.	Click for ASL Video
I'm a Secondary User, how can I ask the Interpreter a question?	Use Zoom chat.	Click for ASL Video

How will I know if I am a Primary or Secondary?	Primary Deaf Users see the message in the Interpreter text chat *"Hello, this is interpreter xxxx"* when the Interpreter first joins. The primary user's Interpreter Text Chat box will be active. Secondary Deaf users see the message *"The meeting is being interpreted by VI xxxx"*. When they first connect with the Interpreter. The Secondary's Interpreter Text Chat box will be inactive. (grayed out)	*Click for ASL Video*
There are multiple Deaf Users using the same Interpreter. This is a VRS call. Don't I get my own VI?	Per the FCC, only one VI is allowed per VRS provider in any given Zoom meeting.	*Click for ASL Video*
The Interpreter just left the meeting, what do I do?	Did you request and connect with the ZP Interpreter? Click the request VI button to request a new Interpreter. (page 5)	*Click for ASL Video*
I'm having a bad hair day, do I need to be visible to the VI?	If you are primarily listening, you do not need to have your camera on throughout the meeting. However, if you are going to be signing during the meeting, you will need to have your camera on.	*Click for ASL Video*
I use VCO.	If you normally use VCO on calls, you can use Zoom audio in place of standard VCO. To use VCO in Zoom meetings make sure your Zoom audio is on and you are not muted.	*Click for ASL Video*
Do you offer training on Zoom?	ZP does not provide Zoom training. Please see the Zoom website at https://learning.zoom.us/learn	*Click for ASL Video*

ZP

Better Together

ZVRS & Purple Communications

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zpbettertogether.com